

Staff Training

2013 Monitoring Standards Model

- Welcome
- Background – reason for change
- Goals for Local Agency programs

Welcome and Introduction

- Monitoring is mandated by CFR246.19
- The State WIC staff supports all local agency programs.
- Performance standards part of new plan

Change is good - always

- Local Agencies monitored biannually
- Federal requirements and State Plan guidelines
- File reviews completed at State office
- On-site observations: nutrition and administrative
- Entrance & Exit: Review issues and answer questions
- Monitoring reports sent – LA responds
- Corrective Action Plan implemented

Current Monitoring Standards

Local Agency participation	Less than 300	301 - 1000	1000 - 2000	2000 and up
Agency size	small	medium	large	large + satellite
Files reviewed	8	16	32	32 + 8

Number of files reviewed

Administrative	Initial Contact Date
Administrative	Proof of Residency
Administrative	Participant Id
Administrative	Authorized Representative ID
Administrative	End of Certification/Notice of Ineligibility
Administrative	Proof of Income
Administrative	Confidentiality/Integrity
Administrative	VOC Process
Administrative	Benefit Issuance
Administrative	Civil Rights

Findings uniform

Nutrition	Risk Codes
Nutrition	Low Risk Referrals
Nutrition	High Risk Referrals
Nutrition	Required Nutrition Topics
Nutrition	Food Package
Nutrition	Education Documentation
Nutrition	Anthropometric Documentation
Nutrition	Goal
Nutrition	Follow-up on Referral
Nutrition	Follow up on Goal

Nutrition findings....

Tiered Monitoring Scores

FIRST TIER:

Total score of 80% or more -

- Submit a corrective action plan which addresses the area(s) where findings occurred

Follow up by State Office staff:

- On-site monitoring visit in two years

Currently used for follow-up

SECOND TIER:

Total score of 65% to 79%:

- Submit corrective action plan addressing areas with findings
- Retake M-Spirit training modules specific to findings areas
- Self-monitoring - five (5) charts per quarter (1 per category). Findings sent to State office.
- 12-month review - no significant improvement: meet with State staff, local staff and management to discuss program integrity and performance standards.

Follow up by State Office staff:

- On-site monitoring visit in two years.

Change occurs -

THIRD TIER:

Total score of less than 65% -

- Participate in a state and local staff meeting, either in person or through a conference call, addressing issues of program integrity and performance standards. All corrective action identified and committed to before writing a Local Agency CAP. Content approved by the State office staff.
- Submit the corrective action plan
- Retake M-Spirit training modules specific to findings areas
- Self-monitoring - five (5) charts per quarter (1 per category). Findings sent to State office.
- Within six months QA chart review at State and again at 12 months. Results shared with LA.

Please - Don't go here -

- LA 12-month review - no significant improvement?
State staff, local staff and management meet to discuss program integrity and performance standards.
- Technical assistance with State office staff.
- **ANNUAL** monitoring visits until score is 65% or higher
- If the Local Agency has other WIC program contracts (i.e. Farmer's Market, BFPC), a discussion of possible non-renewal of those contracts will take place.

Really.....

Area	Fields/Findings	Files	Occurrences	Weight	Percentage	Score
Administrative	Initial Contact Date	8	1	10	100%	10.0
Administrative	Residency	8	1	10	100%	10.0
Administrative	Notice of Ineligibility/End of Certification Notice	8	1	10	100%	10.0
Administrative	Income	8	1	10	100%	10.0
Administrative	Participant ID	8	0	10	100%	10.0
Administrative	Authorized Rep ID	8	0	10	100%	10.0
Administrative	Confidentiality/Integrity	8	0	10	100%	10.0
Administrative	Benefit Issuance	8	1	10	100%	10.0
Administrative	VOC Process	8	0	10	100%	10.0
Administrative	Civil Rights /	8	0	10	100%	10.0
Nutrition	Risk Codes	8	2	10	88%	8.8
Nutrition	Low Risk Referrals	8	0	10	100%	10.0
Nutrition	High Risk Referrals	8	1	10	100%	10.0
Nutrition	Required Nutrition Topics	8	1	10	100%	10.0
Nutrition	Food Package	8	2	10	88%	8.8
Nutrition	Education Documentation	8	1	10	100%	10.0
Nutrition	Anthropometric Documentation	8	0	10	100%	10.0
Nutrition	Goal	8	0	10	100%	10.0
Nutrition	Follow-up on Referral	8	0	10	100%	10.0
Nutrition	Follow-up on Goal	8	0	10	100%	10.0
Files ¹	(Files with one or more occurrences)	8	3	50	63%	31.3
Fields/Findings ²		20	12	50	40%	20.0
Total Score				300.0	83%	248.8

Example 1

- Tiered plan reviewed at next fall training
- State staff evaluation
- WIC Future Studies Group review

Not set in stone.....

- The State of Montana WIC monitoring staff will send the completed monitoring report within **30 days**
- The Local Agency Corrective Action plan will need to be submitted to the State office within **30 days** of receipt of the monitoring report.

Timely feedback.....

- Questions?

Clear as mud??